



Suggestion for SLA Maintenance Service



SNA Global Philippines



SNAGP's Profile

- **SNAGP Corporation**

- Branch Manager : Peter HAN
- **Business start Jun 2010 in Philippines**
- Servers / Networks / Parts / UPS / Storage
- +62 2 893 1806
- # 144 Legaspi Cor. Rufino St. Legaspi village, Makati City1229, Philippines

- **SNAGP's Clients(120 Client)**

ITEM	Client's
Re Seller	NYPC, Kaizen, Radius1, Siliconvalley, Koronadal, IMAX Technologies, Word tech, SSCS Global IT, Pixone , Solid Hosting, CompuTechnologies
Company	Gold Fields, Cash Anywhere, SEMICOM, Real sound, Patrio Sable, Japan Phils, Maryville Manila, Stock exchange, TOMS WORLD, Irender Animation, Mac Wilson's Food, ALC Network, AZ Communication, ANcar motors, ATS(Asian Theological Seminary), STA CLARA, Dream Satellite TV, Life DATA, COMNET (Computer Network Systems Corporation), Xend Business Solutions, Snadman Software Systems, TOKYO MILKTEA, Jaro Development Corp, Roseco Marketing , Tom Lopez, EVERFLEX Electrical, Techno Ad Davao, Asian Theological Society, BiBiAN Farms, Systems and Software Consulting Group, JMD International Corp, Alere Corp, Paynamics, Jetster Enterprises, Ogi One Global Solutions, ABC Laboratories International, Israel Vasquez, Century Asia, Innovations for Poverty and Actions,
Public	Philippines NAVY, Pasig city, Presidential Communications,
BPO	Premier BPO, ADMEREX, APOSI(asia premier one source)
University	Trinity University of Asia , De La Salle, ASIA Percific Collage, STI Collage, AMA School, Davao Christian High Schoo
Hospital	Minute Hospital, S.T Lukes
Korea Corp	Samsung(laguna), HanJin ship(Subic), TongYang Bank, Samyoung Elec, OSSTEM Implant



SNAGP's Services

• SNAGP's Services

- SNA Global Philippines (SNAGP) is a branched out company from SNA Information(SNAINFO), started on June 2010. SNA Information is a global company which has 13 years of business history in Korea and with two branched out companies, each located in the Philippines and Vietnam (SNAGV).

We provide **Technical Support Service** on IT system and **rental service** on IT equipments. **We have 2,000 sets of servers and 20,000 pieces of parts to support your IT systems.** We offer quick and reliable server and computer H/W rental services in the Philippines with uncharged repair or replacement service within the warranty period. You can expect Reasonable Price, Fast Delivery, and Guaranteed Maintenance from the SNAGP's Rental Service.



H/W and S/W Set UP and installation

24 x 7 Parts supply support

System Operation and Management

Total IT Outsourcing

Short and Long Term Rental Service

Reasonable cost

Service targeted wide spectrum of business size

Warranty during the Rental Period



SNAGP's Maintenance Service Pack

Level Basic

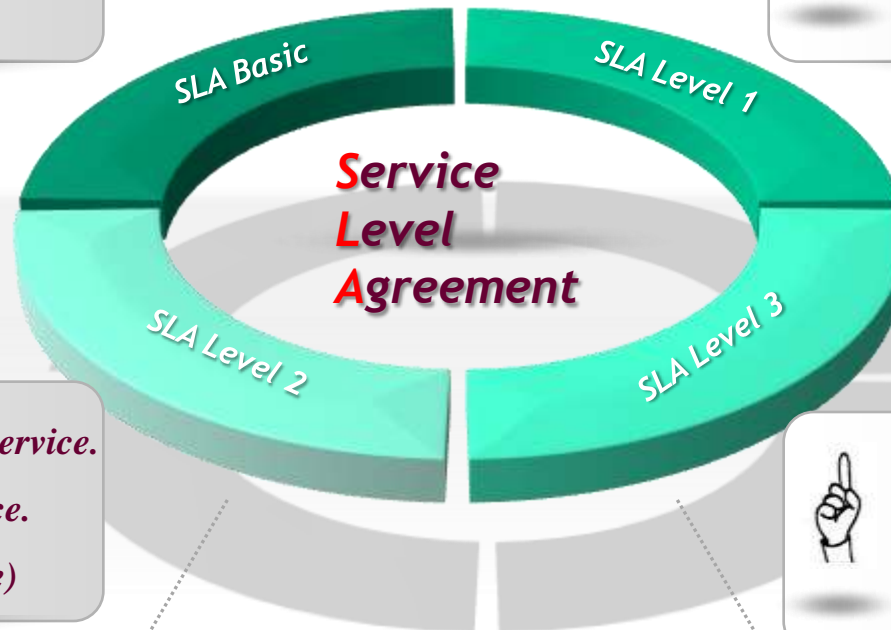


- Part Support Service.
- Phone Support Service.

Level 1



- Part Support Service.
- On-site Support Service.
(Until Next Business Day)



- Part Support & M/A Service.
- On-site Support Service.
(24X7XNBD + Onsite)

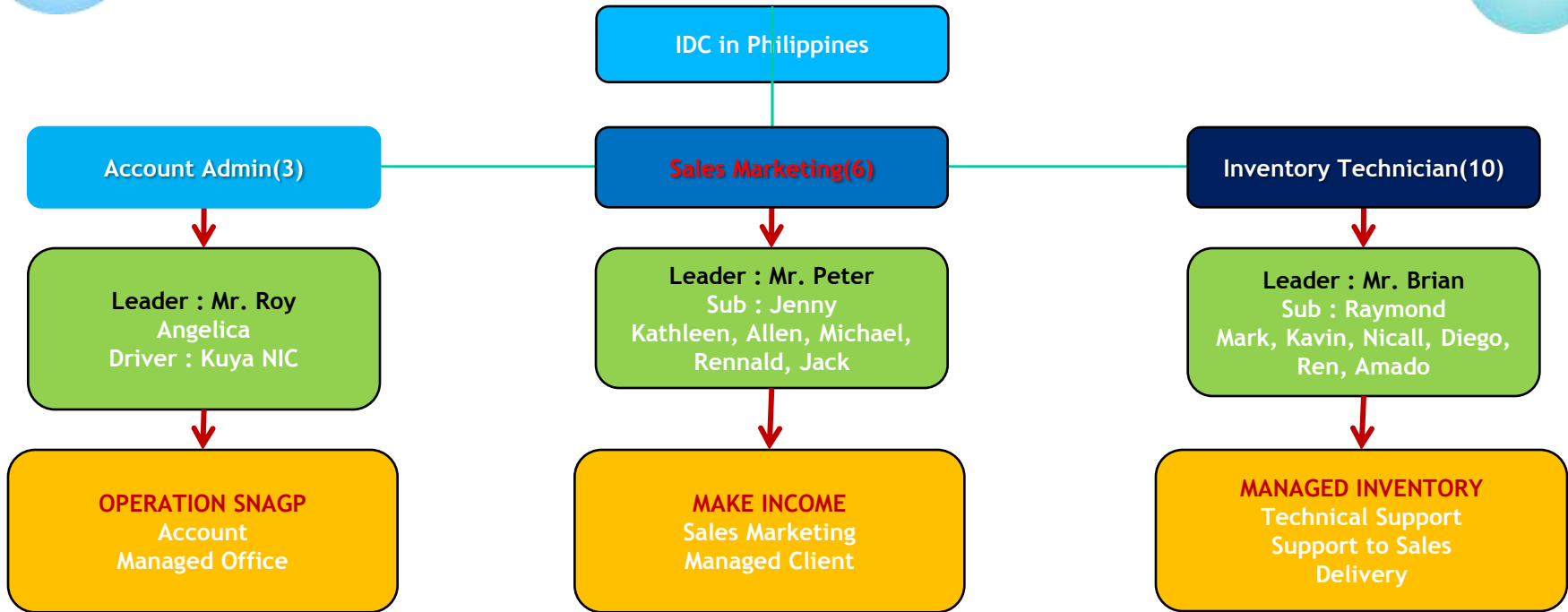
Level 2



- Part Support & M/A Service.
- On-site Support Service.
(Within Six hours)
- 24x7x6 Support Service.

Level 3

Our Organization



SNAGP's Maintenance Service Fee

• SNAGP's Maintenance Program for SLA

- Maintenance Level for support parts

SNAGP Corp. is a leading IT service provider with superb technical expertise. We offer independent technical support service separated from the product rental and purchase. We provide customers with high-quality service by our IT consultants and professional engineers. The full range of product parts and customer's satisfaction is guaranteed. **In this service, customer can receive the technical support not only on the H/W but also S/W.** Our engineers are ready to check and solve the issues occurring to your IT system equipments and maintain the proper system operations. Customers can report their issues and problems any time of the week and any time of the day. Through this technical support service, **customer no longer has to be burdened with expenses, time, and manpower to maintain their IT systems.**

• SLA (Service Level Agreement)

Service Level Agreement	Time Schedule	Services Description	Maintenance Parts(Monthly)	SLA Fee (Monthly)
SLA Basic	8X5 BD + Call	<ul style="list-style-type: none"> ▪ Phone Support Service (Business day only) 	If parts support case, part price is separate charge bill	Free
SLA I	8X5XNBD + Onsite	<p>Include SLA Basic</p> <ul style="list-style-type: none"> ▪ Part Support Service. ▪ On-site Support Service (Until Next Business Day) 	<p>H/W : First Purchase Price by 20% for Support Fee Per Year</p> <p>S/W : Support Fee is separate charge Php2,000 per hours</p>	5,000
SLA II	24X7XNBD + Onsite	<p>Include SLA I</p> <ul style="list-style-type: none"> ▪ 24 x 7 Phone Support ▪ On-site Support Service (Until Next Business Day) 		8,000
SLA III	24X7X6H + Onsite	<p>Include SLA II</p> <ul style="list-style-type: none"> ▪ On-site Support Service (Within Six hours) 		10,000

* Total Maintenance Fee = MA(H/W, S/W) + SLA per month

* 8 x 5 = 8 hours(Business time 9am to 5pm) / 5days (Business Days : Mon ~ Fri)

* 24 x 7 = 24 hours / 7days (Full days : Mon ~ Sun)

* NBD(Next Business Day)



SNAGP's Technical Supports



- **SNAGP's Skills**

- SNAGP Corp. is a leading IT service provider with superb technical expertise. Our team of dedicated IT consultants and professional engineers with a full range of product parts, provides high-quality service and guarantees customer satisfaction.

- **24 Hours Parts Supply**

- SNAGP Corp. consists of excellent parts resources that meet the requirements of the global vendors including IBM, HP, SUN and Cisco.

- The most complete parts support is available in the areas of servers, networks and solutions.
 - Speedy troubleshooting and 24 hours support for operating parts
 - **Hardware system support** : Server, Storage, Network
 - **Various parts holds** : CPU, Memory, HDD, NIC, HBA, Power supply, Cable and Network parts
 - All parts affordable for sales and rent.

- **Service Features**

- Our technical support helps to achieve low cost and high efficiency operation through accurate system and service analysis
 - **Before Service**: detects system and service failure in advance and provides effective solution
 - Replaces any defective products in a speedy manner Provides 24-hours technical & parts support
 - **Managed Service**: provides technical support for monitoring, security and operation

- **Specialist Technical Support**

- Maintenance and technical support for servers systems
 - Speedy troubleshooting and 24-hours support for operating parts
 - **Managed service**: system management service for companies, banking institutes, public organizations and schools
 - **Hardware system support** : Server, Storage, Network
 - **OS system support** : Windows server, Linux, Unix (AIX, SUN, HP Unix)
 - **Solution support** : DBMS (Oracle, SQL, DB2, MySQL), HA Cluster
 - **Installation & Setup support** : H/W, S/W, Solution, Network Construction.

Our for Handling Servers

All our products are made by global manufacturers.
We provide those superb quality products of a wide variety at affordable prices.



Middle range
NT servers
X-Series
(320,550,360)



Middle range
Unix servers
p5-510,520
P7-710,720,730,740



Middle range
Unix servers
p5-550
P6-550 & 570
P7-755 & 770



High end
Unix servers
P5-570
P7-780



Middle range
NT servers
DL-Series
(100,300,500)



High end
Unix servers
Rx-Series
26x/28x & 46x & 66x/76x & 86x



Middle range
SUN x86 serie
v240, v440



High end
SUN SPARC server
M4000 / 5000 / 8000 / 9000



Our for Handling Cisco Networks

All our products are made by global manufacturers.
We provide those superb quality products of a wide variety at affordable prices.



Cisco Network Series

Catalyst 6500 Series Switch



WS-C6506 / 6509e

Catalyst 4500 Series Switch



WS-C4503 ~ 4506 &
4507R / 4510R

MDS SAN Switch



L2 : WS-2950 / 2960
L3 : WS-3560 / 3750

Wireless



AP1250 시리즈

AP1130 시리즈

AP1240 시리즈

Router / Security



Catalyst ASA Series
Catalyst IPS Series

Application Switch



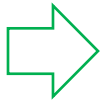
Catalyst ACE Series

SNAGP's Maintenance Process

- SNAGP's Maintenance Guarantee
 - Weekly on-site periodic visit support
 - 24 x 7 Phone Support
 - 24 x 7 Parts Supply
- SNAGP's Maintenance Call process



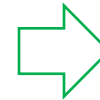
Call Client
To SNAGP



SNAGP
Response



Remote
Checking



On-Site
Support

- SNAGP's Technician
 - Level III : RAYMOND VALDERAMA r.valderama@snainfo.com / CCNA, CCNP / MCP
 - Level II : Lao Deloso mlao@snainfo.com / CCNA. CCNP / MCP
 - Level I : Nicolace partcallinfo@gmail.com
 - Technical supervisor : Peter HAN gentlehann@gmail.com / CCNA, CCNP
- Special Technician
 - Technical supervisor from Korean technician

SLA Contract Program

• SNAGP's Maintenance Guarantee

Reasonable
Price

Fast
Support

Guaranteed
Maintenance

• Maintenance Contract Process



Suggest SLA

Needs Equipment
- Brand
- Model Name
- Detail spec
- Option
- Checked
(issues and need)



Contract Of SLA

SLA Standard
- Period
- SLA Process
- Make MA process :
(H/W, S/W, Service)



Payment

Payment Condition
- Down payment
(Deposit / Advance)
- Rest Advance (check)



Prepare Parts

Installation
- Hard ware
- Soft ware
- Checking system



Maintenance

Warranty
- 24/7 Call Response
- Next Day Support
- Repair / Change

Our Vision

*Total IT Partner
for Our Clients*



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